

Discussion Draft

One Stop Operators

Background

1. WIA does not clearly define the roles and responsibilities of the One Stop Operator (OSO).
2. DWD has provided no specific guidance to the WDBs on the appropriate role of the OSO in the workforce system.
3. Locally, the OSO role has not been well defined, there is a myriad of configurations and the roles and responsibilities of the OSOs vary widely in scope.
4. The OSOs do not play a major part in moving local workforce systems forward.

Proposed Guidance

1. The One Stop Operator role is a key to developing a workforce development system that is well governed and accountable.
2. The OSO links the WDB and the local workforce delivery system; therefore a WDB may not be an OSO.
3. DWD has drafted acceptable roles and responsibilities for One Stop Operators.

DWD Defined Minimum Roles and Responsibilities of One Stop Operators

Each OSO will

1. Write and maintain Business Plan(s) for one or more Comprehensive Center(s) and associated Satellite Center(s).
2. Implement the integration of systems and coordination of services for the job center(s) and partners.
3. Evaluate performance and implement required actions to meet standards.
4. Evaluate customer needs and satisfaction data to continually refine and improve service strategies.
5. Act as liaison with the local WDB, job center(s) and partners.
6. Monitor adherence to the provisions of the Memoranda of Understanding and Business Plan.
7. Implements and assesses the effectiveness of Workforce system staff development.
8. Other roles and responsibilities as determined by the Workforce Development Board.

Additional Allowable Roles for the OSO

1. Provide WIA core services
2. Provide WIA intensive services
3. Manage fiscal responsibility for the system or site
4. Market job center services
5. Recruit additional partners
6. Define and provide means to meet common operational needs
7. Communicate the strategic objectives of the local WDB to the site's partners
8. Facilitate groups/teams on common issues
9. Select site manager(if any)
10. Define the site manager's responsibilities